

CLTC Case Management Compliance Guidelines

1. Level of Care/Re-evaluation
 - a. If late recoup for every month late from appropriate entity
 - b. If completed within the month but out of compliance with timeliness standards, recoup for that month
 - c. If level of care date is inaccurate, recoup
2. No Case Activity or Inappropriate Case Activity
 - a. Recoup if CM service has been billed but record reflects no case activity.
 - b. If Narrative & Checklist are incomplete, the CM will be considered out of compliance – CM will receive one strike per incident, after 6th strike any additional instances of this type will be recouped
 - c. No activity and not billed – strike
 - d. Quarterly due, MC done – strike, and then recoup for each month quarterly not done, unless a valid reason is narrated.
3. Closed Cases
 - a. Strike then recoup if authorizations are not terminated at case closure resulting in provider payment for services.
 - b. Strike then recoup if failure to notify provider by phone and in writing of authorization terminations. (Phone notification must be documented in the narrative.)
4. Billing prior to Service Delivery
 - a. Recoup if Care Call reports indicate Case Management Service billing occurred before monthly activity was performed.
5. Timeliness – If documentation is:
 - a. If 95% timeliness standard reached no action if documentation completed within 21 days, over 22 days – strike then recoup.
 - b. Less than 95% timeliness standard reached strike then recoup, for all late documentation.
 - c. Recoup for late Service Plan or blank Service Plan. Recoup for each month Service Plan not completed.
6. Infractions of CM Activities
 - a. Strike then recoup if other infractions are noted, valid and determined by Central Office to be seriously out of compliance with P&P guidelines, CM Scope requirements or Care Call guidelines.

NOTE: New case managers will have a sixty (60) day grace period after care call registration date.

All strikes will be accumulated to total six. All occurrences after the sixth strike will be subject to recoupment. The strike period will be one year and will go back to zero on the workers Care Call registration anniversary date.

